



Manage Your Data Retention

For organizations that want to keep their sensitive data within the confines of their environment, F5 offers an alternative to a complete device return under a standard Return Material Authorization (RMA) process.

The RMA Disk Retention Option eliminates the need to return hard disk drives when returning hardware for repairs or maintenance. You keep control of your data and its security. This option is also focused on compliance with privacy regulations. With the RMA Disk Retention Option, you can implement the level of data security that is right for your organization.

Key benefits

Facilitate compliance

Meet data control requirements for privacy and governmental regulations.

Uphold security

Adhere to your organization's specific data destruction standards.

Streamline device returns

Accelerate the process by having the RMA Disk Retention Option in place.

Retain control

Keep the data drives within the physical confines of your location.

Minimize administration

Integrate the option into the support contract for a particular device.

RMA Disk Retention Option Benefits

Organizations today are increasingly concerned about data security. To address customer needs for greater control over their data, F5 offers the RMA Disk Retention Option as an add-on to F5 Support agreements.

Facilitate compliance and security

While platforms that are returned to F5 for reprocessing are subjected to procedures that ensure the erasure of customer data, some customer security policies mandate that all nonvolatile memory technology is retained before a device is returned. The RMA Disk Retention Option provides a way to comply with company policies and government regulations.

Streamline device returns

Once a customer has procured the RMA Disk Retention Option for its devices, the process for RMA is easy. In the event of hardware failure, customers must contact F5 Networks to obtain a Return Material Authorization (RMA) case number. Troubleshooting by an F5 Network Support Engineer is a prerequisite to RMA request approvals. Once the approvals have been secured, an RMA number will be issued. This number is required to ensure proper tracking and handling of returned materials. Next, the hard drive and/or compact flash disk from the device in need of maintenance can be removed on site by the customer prior to the return of the device.

Retain control

Once the hard drive or flash disk have been removed from the system, customers can apply their standard data store destruction procedures on the storage units. By purchasing the RMA Disk Retention Option, units removed remain the property of the organization for archiving and/or disposal as mandated by corporate policies. This simple process ensures that the data will remain secure at all times within the customer's physical locations.

Minimize administration

The RMA Disk Retention Option provides organizations with a convenient and straightforward support model. The annual prepaid fee is to be purchased per unit, per service contract year. This option can be co-termed with the end of the support contract on a particular unit to streamline budgeting and procurement processes.

More Information

To learn more about F5 Technical Support Services, contact services@f5.com.

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